

AMENDMENTS

In the Claims

1 - 48 (Canceled)

49. (New) A system for distributing outbound telephone calls, the system comprising:

- a plurality of dialing devices operable to receive a plurality of call records and to provide a plurality of telephone calls to one or more agents;
- a distribution module interfaced with the plurality of dialing devices and including a plurality of pools and a plurality of queues, the distribution module operable to place the call records into the pools, transfer less than all of the call records from the pools to the queues, and transfer the queues to the dialing devices; and
- a plurality of contingency modules associated with the dialing devices, the contingency modules operable to secure the call records within the dialing devices upon a failure of the distribution module.

50. (New) The system of Claim 49 wherein the contingency modules are further operable to secure the call records within the dialing devices upon a loss of communication between the distribution module and the dialing devices.

51. (New) A system for distributing outbound telephone calls, the system comprising:

- a plurality of dialing devices operable to receive a plurality of call records and to provide a plurality of telephone calls to one or more agents; and
  - a distribution module interfaced with the plurality of dialing devices and including a plurality of pools and a plurality of queues, the distribution module operable to place the call records into the pools, transfer less than all of the call records from the pools to the queues, and transfer the queues to the dialing devices;
- wherein the distribution module transfers call records from a first pool to a first queue and call records from a second pool to a second queue and wherein the

distribution module transfers call records from the first pool to the first and second queues when the second pool contains no call records.

52. (New) A method for distributing outbound telephone calls, the method comprising:
- transferring a plurality of call records to a distribution module;
  - organizing the call records into a plurality of pools;
  - transferring less than all of the call records from the pools to a plurality of queues; and
  - transferring the queues to a plurality of dialing devices;
- wherein transferring call records from the pools to the queues comprises changing which pools transfer records to a particular queue without stopping the campaign.
53. (New) A method for distributing outbound telephone calls, the method comprising:
- transferring a plurality of call records to a distribution module;
  - organizing the call records into a plurality of pools;
  - transferring less than all of the call records from the pools to a plurality of queues; and
  - transferring the queues to a plurality of dialing devices;
- wherein transferring call records from the pools to the queues comprises the pools
- transferring call records to a first queue with the ability to transfer call records to a second queue if the pools transferring call records to the second queue become depleted.
54. (New) A method for distributing outbound telephone calls, the method comprising:
- transferring a plurality of call records to a distribution module;
  - organizing the call records into a plurality of pools;
  - transferring less than all of the call records from the pools to a plurality of queues using a plurality of selection rules; and
  - transferring the queues to a plurality of dialing devices;
- wherein the selection rules comprise two or more pools transferring call records to the queues based on a priority for each pool.

55. (New) A method for distributing outbound telephone calls, the method comprising:  
transferring a plurality of call records to a distribution module;  
organizing the call records into a plurality of pools;  
transferring less than all of the call records from the pools to a plurality of queues using a plurality of selection rules; and  
transferring the queues to a plurality of dialing devices;  
wherein the selection rules comprise two or more pools simultaneously transferring call records to the queues.

56. (New) A method for distributing outbound telephone calls, the method comprising:  
transferring a plurality of call records to a distribution module;  
organizing the call records into a plurality of pools;  
transferring less than all of the call records from the pools to a plurality of queues; and  
transferring the queues to a plurality of dialing devices by locking the call records to each dialing device, creating a plurality of contingency files specific for each dialing device and updating the contingency files with call attempt results.

57. (New) A method for distributing outbound telephone calls, the method comprising:  
transferring a plurality of call records to a distribution module;  
organizing the call records into a plurality of pools;  
transferring call records from a first pool to a first queue;  
transferring call records from a second pool to a second queue;  
transferring the queues to a plurality of dialing devices; and  
transferring call records from the first pool to the first and second queues when the second pool become depleted.